

VMware Tanzu Labs™

Platform Services

(1 Person for 1 Week)

SKU

PS-LABS-1WK-1PL-PLAT-C

DELIVERY LOCATION

- Remote work
- Customer location
- VMware location

DURATION

1 Week (1 one-week iteration)

STAFFING

1 person with one or more of the following roles:

- Platform Architect
- Platform Product Designer
- Platform Product Manager
- Kubernetes Architect
- Tanzu Architect

Additionally:

- Some work may be performed by a Platform Delivery Lead
- A subset of the team will work immediately prior to the start of the engagement in Iteration 0, to prepare the engagement to begin

PREREQUISITES

- VMware Tanzu customer
- An established platform capability

MORE INFORMATION

For more information about why you should treat Platform as a Product, please read [this white paper](#).

For more information about other VMware Tanzu Labs Service offerings, please visit tanzu.vmware.com/labs.

A VMware Tanzu Labs™ Platform Services engagement is designed to establish strong technical operations for your platform capability. In a platform product, reliability is a feature that users expect. We work with you to employ modern approaches to delivering features and availability for developers and governance teams, on the path to production.

Our experts work with your people on a prioritized backlog in a series of one-week iterations. The Platform Management engagement is focused on incrementally evolving your platform capability. The backlog is tailored against your objectives and actively prioritized each week to ensure investments align to what's most important to your business.

The VMware Tanzu Labs Approach

- **Collaborative:** We work with you every step of the way. We create feedback loops to validate that our work during each iteration is aligned with your business objectives.
- **Tailored:** We create an agile product backlog with you to fit your needs and walk through a series of planning steps before the project begins. Work is broken into small pieces and managed in weekly iterations.
- **Experienced:** Over the course of hundreds of engagements, our people have established proven platform engineering and platform product management techniques. We share leading practices and help you deliver maximum value in a short period of time.

The VMware Tanzu Labs approach combines practices from three different areas:

- **Product management:** lean startup
- **Engineering:** eXtreme Programming (XP), and Site Reliability Engineering (SRE)
- **Design:** user-centered design (UCD)

This Platform Management engagement represents an ideal solution for customers who want to enable their own team to sustainably operate their platform and offer platform users a reliable environment for their applications.

Agile Delivery

VMware Tanzu Labs' agile delivery process will be leveraged for this engagement. All work performed will be in weekly iterations, which includes an iteration planning meeting (IPM) at the start of the week to review the product backlog. The product backlog is a list of all the features, tasks and bugs for the deliverables being produced pursuant to the engagement. Each backlog item goes through a basic workflow: un-started, started, finished, delivered (made available for review) and then either accepted or rejected. If the item is rejected, it can be re-prioritized by Customer. Customer is obligated to regularly review work and maintain the product backlog. Releases are made to deliver work to users of the product. To the extent VMware Tanzu Labs and Customer agree to use Tanzu Tracker ([Tracker terms](#)), it will be the agreed upon "Plan of Record" going forward. If Tanzu Tracker is not used for this engagement, VMware Tanzu Labs and Customer will mutually agree in writing to identify the designated product backlog tool prior to the start

of the engagement. VMware Tanzu Labs will collaborate with Customer to break down deliverables into delivery steps (“Stories” or “Story”) and add them to the product backlog. The contents of the product backlog may change during the course of delivery at the request of Customer, informed by feedback from users, and changing business priorities.

Offering Scope

Activities	Outcomes
Iteration [0]	Productive project engagement
Inception/Kickoff	Organizational alignment to product goals, desired engagement outcomes, and a definition of users and stakeholders of the platform product
Weekly Iteration Planning	<ul style="list-style-type: none"> • Prioritized product backlog, used to establish the order of work, the scope of work, and the acceptance criteria for each work item • Release markers aligned to business value
Work on product backlog items	Delivered and accepted work
Weekly Retrospectives	A blameless environment for continuous improvement
Outception	A shared understanding of engagement outcomes and a plan for future Customer product delivery

Offering Exclusions

- Staff augmentation or other scenarios where there are no Customer people to pair with and enable unless mutually agreed upon by VMware and Customer in advance
- Support Services which are handled separately through software agreement and/or specialized service engagement (like a Business Critical Support engagement)
- Traditional project management and related reporting
- Participation in on-call schedules or other non-business-hours activities
- Any services or activities other than those explicitly specified in this document

Services Scope Changes

Any changes to the offering details must be mutually agreed upon by VMware and the Customer in writing. Depending on the scope of such changes, VMware may require that a separate Statement of Work be executed by the parties detailing the changes, the impact of the proposed changes on the charges and schedule, and other relevant terms.

Delivery Policy

After the execution of the purchase order, the parties will confirm the mutually acceptable:

- Delivery location: Some delivery will be performed remotely. Where necessary, VMware and Customer people will travel to the desired location. Individuals may travel to Customer or VMware locations up to a maximum X times in any given 13-week period.
- Travel schedule: If VMware or Customer people are traveling for the engagement, they will typically perform work at the site(s) for a maximum of four (4) days in a five (5) day work week (remaining days (if any) in the week will be performed remotely). People are not asked to travel on weekends or holidays.
- Remote pairing schedule: Enablement of Customer people includes remote pairing.

Unless otherwise specified in writing by Customer prior to the engagement start, VMware may use VMware Affiliates or other sufficiently qualified subcontractors to provide Services to Customer, provided that VMware shall remain responsible to Customer for the performance thereof.

Service Expiration Policy

Customer shall have twelve (12) months from the date of VMware's invoice to use the Services described herein ("Service Period"). The Services automatically expire on the last day of the Service Period, unless otherwise approved by VMware. Under no circumstances shall Customer be entitled to a credit or refund of any unused portion of the Services. In the event that the Customer believes that the Services outlined herein were not completed, the Customer is required to notify VMware in writing at least 30 days prior to the expiration of the Service Period.

Invoicing Schedule

Invoices are issued upon VMware's receipt and approval of the Customer's purchase order. Customer authorizes VMware to invoice for, and shall pay additional amounts related to, changes or exceptions to the Services. The Services described in this document are performed on a fixed price basis at the fees specified on the applicable VMware quote.

Intellectual Property

Other than the VMware Retained Materials and open source software, Customer shall own all Intellectual Property Rights in the Deliverables, as well as Customer's derivative works of the Deliverables, subject to Customer's payment in full and subject to VMware's rights in the underlying intellectual property embodied in the Deliverables or used by VMware to perform the VMware Tanzu Labs Services.

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